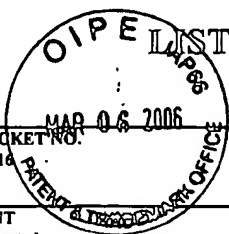


FORM PTO-1449, Adapted



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ATTY. DOCKET NO. 07117.105018	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP <del>2642</del> 2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,206,903	4/27/1993	Kohler et al.	379	265.12 309	12/26/1990
R.S.	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
R.S.	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
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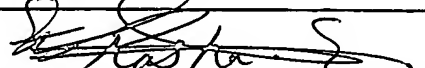
## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

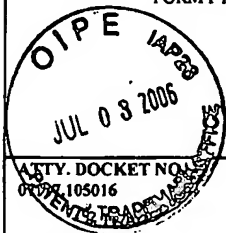
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FORM PTO-1449, Adapted



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ATTY. DOCKET NO. 105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
R.S.	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
R.S.	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
R.S.	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
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	AI						
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## FOREIGN PATENT DOCUMENTS

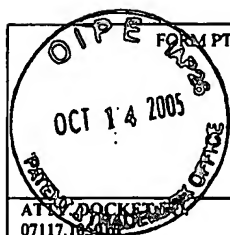
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
R.S.	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R.S.	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O <sub>2</sub> ; News Release; May 10, 2005
R.S.	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from <a href="http://www.silverlining.uk.net/genesys">www.silverlining.uk.net/genesys</a>
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ATL P DOCKET 07117.1850	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP <del>2642</del> 2614

## U.S. PATENT DOCUMENTS

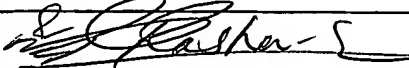
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
R.S.	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
R.S.	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
R.S.	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
R.S.	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
R.S.	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
R.S.	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
R.S.	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
R.S.	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

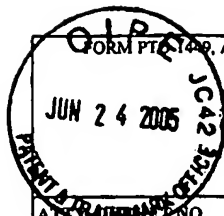
## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER 	DATE CONSIDERED 1/2/07
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ATTORNEY NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP <del>3642</del> 2614

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
R.S.	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
R.S.	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
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**FOREIGN PATENT DOCUMENTS**

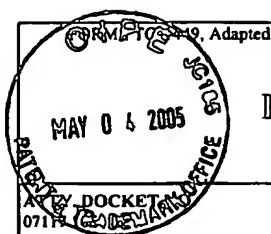
		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
R.S.	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
	AL						

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

R.S.	AM	Deloitte & Touche; Tech Trends – 2002 Annual Report; (2002); Volume 1; pp. 23-26
R.S.	AN	Knoa Software, Inc.; Achieving Enterprise Application ROI by Managing User Performance; March 2003; pp. 1-12
R.S.	AO	Knoa Software, Inc.; Driving ROI From On-Demand Services; October, 2003; 6 Pages
R.S.	AP	Knoa Software, Inc.; The knoa Guidance™ Application; April 2003; pp. 1-12
	AQ	

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ATTY. DOCKET 0711	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP <del>3642</del> 2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
R.S.	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
R.S.	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.	
R.S.	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.	
R.S.	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.	
	AP					

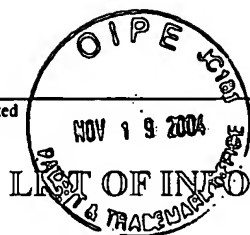
## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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	1/2/07

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ATTY. DOCKET NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 3713

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA						
	AB						
	AC						
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## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
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## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R-5	AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
R-5	AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

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FORM PTO 449, Adapted

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ATTORNEY  
07117.10584SERIAL NO.  
10/733,457FILING DATE  
December 11, 2003APPLICANT  
Baggenstoss et al.GROUP  
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## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
RS	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
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## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

RS	AP	Affidavit of John McIlwaine dated September 20, 2004
RS	AQ	Star Trainer; Simulation Training for Call Center Agents

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APPLICANT Baggenstoss et al.	GROUP <del>3719</del> 2614
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## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
RS	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
RS	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
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## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
RS	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

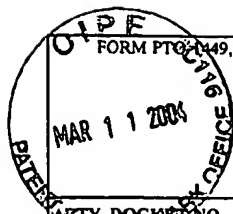
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07117-103016

 SERIAL NO.  
10/733,457

 FILING DATE  
December 11, 2003

 APPLICANT  
Baggenstoss et al.

 GROUP  
2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
R.S.	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
R.S.	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
R.S.	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
R.S.	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
R.S.	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
R.S.	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
R.S.	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
R.S.	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
R.S.	AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
R.S.	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
R.S.	AL	5,311,422	5/10/1994	Loflin et al.			6/28/1990
R.S.	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
R.S.	AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994
R.S.	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
R.S.	AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
R.S.	AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
R.S.	AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
R.S.	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994

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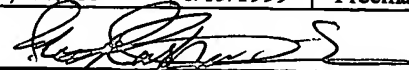
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ATTY. DOCKET NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
R.S.	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
R.S.	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
R.S.	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
R.S.	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
R.S.	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
R.S.	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
R.S.	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
R.S.	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
R.S.	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
R.S.	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
R.S.	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
R.S.	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
R.S.	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
R.S.	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
R.S.	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
R.S.	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
R.S.	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
R.S.	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996

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APPLICANT Baggenstoss et al.		GROUP 2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
RS	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
RS	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
RS	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
RS	CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
RS	CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
RS	CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
RS	CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
RS	CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
RS	CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
RS	CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
RS	CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
RS	CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
RS	CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
RS	CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
RS	CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
RS	CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
RS	CR	6,044,355	3/28/2000	Crockett et al.			7/9/1997
RS	CS	6,044,368	3/28/2000	James Karl Powers			4/30/1998

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APPLICANT Baggenstoss et al.				GROUP 2614			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	DA	6,052,460	4/18/2000	Fisher et al.			12/17/1997
R.S.	DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
R.S.	DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
R.	DD	6,067,538	5/23/2000	Zorba et al.			12/22/1998
R.S.	DE	6,070,142	5/30/2000	McDonough et al.			4/17/1998
R.S.	DF	6,073,127	6/6/2000	Lannert et al.			12/22/1998
R.S.	DG	6,078,894	6/20/2000	Clawson et al.			3/28/1997
R.S.	DH	6,086,381	7/11/2000	Downs et al.			9/2/1997
R.S.	DI	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
R.S.	DJ	6,118,865	9/12/2000	Doug Gisby			8/24/1999
R.S.	DK	6,118,973	9/12/2000	Ho et al.			2/22/1999
R.S.	DL	6,119,097	9/12/2000	David Ibarra			11/26/1997
R.S.	DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
R.S.	DN	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
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R.S.	DP	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
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R.S.	DS	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998
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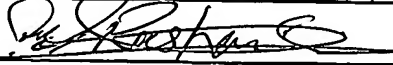
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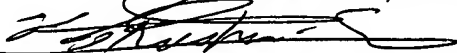
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R.S.	FA	6,535,600 B1	3/18/2003	Fisher et al.			12/6/1999
R.S.	FB	6,553,114 B1	4/22/2003	Fisher et al.			12/6/1999
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